

HEALTHY LOUISIANA ADMINISTRATIVE ACTIONS, MONETARY PENALTIES, AND SANCTIONS

| Tracking Number | Contractor Name and Address | Failed Deliverable/Non-Compliance with Contract Requirements | Potential Monetary Penalties | Notice of Monetary Penalty | Monetary Penalty Amount |
|-----------------|--|--|--|----------------------------|-------------------------|
| MAX1-01 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 6/17/2016 | \$25,000 |
| MAX1-02 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 7/25/2016 | \$14,000 |
| MAX1-03 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 9/15/2016 | \$16,500 |

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| MAX1-04 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 10/20/2016 | \$8,500 |
| MAX1-05 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 11/28/2016 | \$3,000 |
| MAX1-06 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 12/9/2016 | \$7,000 |

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| MAX1-07 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 3/3/2017 | \$23,000 |
| MAX2-01 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 4/17/2017 | \$23,000 |
| MAX2-02 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 5/31/2017 | \$200 |

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| MAX2-03 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 6/21/2017 | \$100 |
| MAX2-04 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 9/25/2017 | \$100 |
| MAX2-05 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 10/20/2017 | \$1,400 |

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| MAX2-06 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 11/3/2017 | \$200 |
| MAX2-07 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 12/20/2017 | \$300 |
| MAX2-08 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 1/8/2018 | \$100 |

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| MAX2-09 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 2/15/2018 | \$1,400 |
| MAX2-10 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 3/14/2018 | \$100 |
| MAX2-11 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 7/10/2018 | \$200 |

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| MAX2-12 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 8/2/2018 | \$100 |
| MAX2-14 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging. | Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence | 11/1/2018 | \$400 |

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| MAX2-15 | MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303 | <p>2.2.3.6.6.7 The toll-free telephone number shall be staffed 7:00 a.m. to 5:00 p.m. Central Time, Monday through Friday, excluding designated state holidays, at levels sufficient to ensure that ninety-five percent (95%) of calls do not exceed the following wait times, to be computed on a monthly basis and reported monthly:</p> <p>2.2.3.6.6.7.1 Five (5) minutes for the first three (3) months of operation; and</p> <p>2.2.3.6.6.7.2 two (2) minutes after the first three (3) months of operation.</p> <p>2.2.3.6.6.10 The toll-free number shall be staffed at levels sufficient to ensure that abandonment rates do not exceed five (5%) percent, to be computed on a monthly basis and reported monthly</p> | <p>2.4.2.3. Contractor shall ensure that abandonment rates do not exceed five (5%) percent, to be computed on a monthly basis and reported monthly.</p> <p>A five thousand dollar (\$5,000) charge to the Contractor per month of noncompliance.</p> <p>Contractor shall ensure that ninety-five (95%) percent of calls do not exceed the allotted wait time, to be computed on a monthly basis and reported monthly.</p> <p>A five thousand dollar (\$5,000) charge to the Contractor per month of noncompliance.</p> | 7/19/2019 | \$10,000 |